

Section I: Introduction and Overview of Requirements



RFP #2740-187

Department of Motor Vehicles

VRFR Web Services Solution RFP

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I. Introduction and Overview of Requirements

I.1. Purpose of this Request for Proposal

The purpose of this Request for Proposal (hereafter called the RFP) is to present requirements of solicitation of proposals for a Contractor-provided and supported web service solution for verifying Vehicle Registration Financial Responsibility (VRFR).

Effective January 1, 2006, California Vehicle Code (CVC) § 16058a required Insurance companies to report to DMV all existing and new Private Passenger Automobile Liability (PPAL) insurance policies and any changes (including cancelled policies) to previously reported policies. California Regulations were adopted which required the reporting to occur at a minimum of once every 30 days. Cancelled policies must be reported within 45 days of the date of cancellation. In most cases, large companies report policy information on a daily or weekly basis. Carriers that offer Commercial policies are not required to report policy information, but some do so voluntarily.

CVC § 4000.38 which had a delayed implementation date of October 1, 2006, established a Vehicle Registration Financial Responsibility Suspension Program (VRFRP) for vehicles whose owners:

- Fail to obtain and/or maintain liability insurance coverage;
- Fail to provide evidence of financial responsibility within 30 days after the issuance of the registration certificate upon initial registration or transfer of ownership; or
- Provide fraudulent evidence of financial responsibility.

The suspension function has been outsourced through a public/private partnership since implementation on October 1, 2006. The program is to be fully administered by DMV and operational no later than September 29, 2009.

During the period from October 1, 2006 through September 30, 2009, the Contractor is the primary interface to the public for VRFR related issues and resolutions. All functions currently handled by the vendor will be brought back to DMV. This RFP will obtain a web service package and the required support to allow DMV to inquire against insurance company databases as a secondary financial responsibility verification process.

Bidders are admonished to consider carefully their capabilities of meeting the September 29, 2009, implementation timeline before bidding on this RFP.

Responses to this RFP will be evaluated based on the total proposal, and award, if made, will be to a single Bidder.

I.2. Background

This RFP contains the instructions governing the requirements for a proposal to be submitted by interested Bidders, the format in which proposal information is to be submitted and the material to be included therein, the requirements that must be met to be eligible for consideration and Bidders' responsibilities before and after startup of services.

Bidders must carefully read the entire RFP before submitting a proposal. Specific information regarding the steps for responding to the RFP and the importance of the details of each step is found in *Section II: Rules Governing Competition*, *Section VIII: Proposal Format* and *Section IX: Proposal Evaluation*.

1.3. Delivery Phases

This RFP seeks delivery in the following two phases:

- Startup Phase
 - Project Plans and Schedule;
 - Weekly and Monthly Status Reports
 - Modification to any software required to meet the requirements;
 - Configuration and installation of required software;
 - Testing and Test Results
 - Development of DMV reports;
 - Delivery of Training and Training Materials; and
 - Delivery of Web Services Solution in final acceptable format.
- Operational Phase
 - Operation of VRFR Web Service Solution;
 - Exchange of inquiries and responses between VRFR Web Service Solution and DMV;
 - Regular delivery of DMV reports; and
 - Support and Maintenance of Web Services Software

The Startup Phase will be completed no later than September 29, 2009.

The Operational Phase will begin upon acceptance of the Web Services Solution by DMV. This phase must begin on or before September 29, 2009 and continues through September 29, 2012, with two (2) optional one year extensions.

During the final year of the Operational Phase, the DMV will evaluate the success of the process and complete a competitive bid process for the continued support and maintenance costs of the program, if it is deemed to be successful.

The DMV will make no progress payments to the Contractor during the Startup Phase. Payment will be made according to the guidelines in *Section VII: Cost Proposal*.

1.4. Procurement Process

This procurement will be conducted through an open, competitive bid process to obtain responses that are technically responsive to the solicitation document, that contain State contract language as included in the RFP with no changes, exclusions and are free of administrative and clerical errors.

The procurement methodology involves the following steps, which are described below:

- Request for Proposal
- Proposal Submission
- Contract Evaluation and Award

1.4.1. Review of Final Proposal

The review of Final Proposals will include a comprehensive, detailed assessment of each Bidder's unique software solution. Each proposal will be screened to determine if the Bidder has complied

with the requirements and submittal instructions. Following the scoring of the proposals, cost bids will be opened at a public cost opening and final scores determined. **Sealed Cost Proposals will only be opened if the Bidder has met all proposal requirements.** The Proposal evaluation criteria and process are fully described in *Section IX: Proposal Evaluation*.

Responses to this RFP will be evaluated based on value effectiveness to the State. Value effectiveness as defined in *Section IX: Proposal Evaluation* is the Final Proposal that meets all requirements set forth in this RFP and offers the State the best combination of value and cost as determined through the evaluation process specified in Section IX. Bidders should carefully read Section IX to ensure they understand the evaluation process.

I.4.2 Procurement Steps

The steps below will be followed for this procurement.

- Release of RFP
- Intent to Bid
- Questions and Answers
- Submission of Proposals
- Evaluation of Proposals
- Public Cost Opening
- Notification of Intent to Award
- Protest Period
- Contract Award and Execution

I.5. Single Bidder and Bidder Payment

A single Bidder will be selected as the Contractor responsible for the duration of the project. The selected Contractor will be responsible for all phases of the project as defined in *Section VI: Business, Functional and Technical Requirements*.

The selected Contractor will receive a one-time payment for the Project Startup upon DMV's acceptance of the Web Services Solution. Ongoing support and maintenance fees will be paid in arrears on a monthly basis thereafter. Under no circumstances will Contractor payments be made more than once a month.

I.6. Scope of the RFP and Bidder Admonishment

This RFP is being conducted under the policies and procedures developed by DGS as provided under Public Contract Code Sections 12102 et seq. This RFP contains the instructions governing the requirements for a fixed cost proposal to be submitted by interested Bidders. The proposal format and submittal requirements are outlined in Section II: Rules Governing Competition and *Section VIII: Proposal Format*. This RFP also addresses the requirements that Bidders must meet to be eligible for consideration and addresses the Contractor's responsibilities before and after implementation.

To be considered responsive, each Bidder must propose a solution that addresses all the functions described and that meets all the requirements in this RFP.

If a Bidder expects to be afforded the benefits of the steps included in this RFP, the Bidder must:

1. Take the responsibility to read the entire RFP carefully and thoroughly. If clarification is necessary, the Bidder must ask appropriate questions as soon as an issue becomes apparent.
2. Submit all required responses, by the required dates and times.
3. Make sure that all procedures and requirements of the RFP are accurately followed and appropriately addressed.

1.7. Procurement Official

The DMV's Procurement Official and the mailing address to send questions, obtain copies of protests and for delivery of proposals is:

Connie Grebb, IT Acquisitions Analyst

2415 First Ave, MS E184

Sacramento, CA 95818

916-657-5858

E-mail: CGrebb@dmv.ca.gov

1.8. Key Action Dates

Table I-1: Key Action Dates outlines the tentative schedule for important action dates and times. If the DMV finds it necessary to change any of the dates prior to submission of proposals, it will be accomplished through an addendum to the RFP. Dates subsequent to the submission of the proposal date are approximate and may be adjusted as conditions dictate without addendum to the RFP.

Table I-1. Key Action Dates*

ACTION	COMPLETION DATE	TIME
1. Release of RFP	12-19-2008	
2. Last day to submit intention to Bid and Confidentiality Statements	01-02-2009	
3. Last day to submit final questions for clarification of RFP prior to submittal of Proposal	01-09-2009	
4. Last day to request a change in the RFP requirements	01-23-2009	
5. Last day to protest requirements of the RFP	02-06-2009	
6. Submission of Proposal	02-13-2009	2:00 PM
7. Evaluation of Proposals	02-20-2009	
8. Public Cost Opening	02-27-2009	9:00 AM
9. Evaluation and Selection Report	03-27-2009	
10. Notification of Intent to Award	04-03-2009	
11. Last day to Protest Selection (**)	04-10-2009	
12. Contract Award and Execution	04-17-2009	
13. Installation (Go Live) Date	09-29-2009	

*Key action dates are subject to change depending on the length of time taken for the evaluation process. Only active participants will be notified of such date changes.

Additional action dates may be inserted as required.

(**) See Section II.5.1 Protests.

I.9. Participating Bidder Information

I.9.1. Intention to Bid

All Bidders shall indicate their intent and identify a contact person by submitting Form 1.1: Letter of Intent to Bid found in *Appendix C: Bidder Response Forms*, by the date specified in *Section I.8: Key Action Dates*. The State is also interested as to a Bidder's reasons for not submitting a Proposal; for example, requirements which cannot be met or unusual terms and conditions which arbitrarily rise.

If Bidders have indicated significant problems with the RFP requirements, the State will examine the stated reasons for the problems and will attempt to resolve any issues in contention, if not contrary to the State's interest, and will amend the RFP if appropriate. All Bidders who have been furnished a copy of this RFP for bidding purposes will be advised by the State of any actions taken as a result of the Bidders' responses. If, after such actions, a Bidder determines that the requirements of the RFP unnecessarily restrict its ability to propose, the Bidder is allowed five (5) working days to submit a protest to those RFP requirements to the State's actions, according to the instructions contained in *Section II.5.1: Protests*.

Bidders are to provide only one (1) point of contact for each Bidder firm during the process. Information related to a Bidder will only be given to the designated contact person. It shall be the Bidder's responsibility to immediately notify the State Procurement Official, in writing, regarding any revision to the information pertaining to the designated contact person. The State will not be responsible for proposal correspondence not received by the Bidder if the Bidder fails to notify the State, in writing, about any change pertaining to the designated contact person.

I.9.2. Confidentiality

To preserve the integrity of the security and confidentiality of the DMV's automated information systems, each Bidder and Subcontractor to Bidder shall sign Form 5.5: Confidentiality Statement provided in *Appendix C* and submit it by the date specified in *Section I.8*, along with the Intention to Bid.

Similarly, any Bidder or Subcontractor to Bidder engaging in providing services to the State, requiring or allowing him/her to come into contact with confidential or sensitive information, must exercise appropriate and adequate security precautions for such data that is made available to him/her. Such adequacy of security precautions is determined by State policy and practice and must be adhered to by its Contractors.

NOTE: The DMV will not accept or retain any proposals that are marked confidential in their entirety and Bidders are strongly discouraged from requesting confidential treatment for any of the information contained in a proposal.

I.9.3. Americans with Disabilities Act (ADA) Compliance Statement

To meet and carry out compliance with the non-discrimination requirements of Title 2 of the Americans with Disabilities Act (ADA), it is the policy of the DGS Procurement Division to make every effort to ensure that its programs, activities, employment opportunities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing reasonable accommodation to participate in the Procurement process, or for persons having questions regarding reasonable accommodation for the Procurement process, please contact the Procurement Division at (916) 375-4400 (main office); the Procurement Division TTY/TDD (telephone device for the deaf) and the California RELAY Service numbers are listed below. You may also contact directly the DMV Contract Administrator contact person that is handling this procurement.

IMPORTANT: TO ENSURE THAT WE CAN ACCOMMODATE YOU, IT IS BEST THAT WE RECEIVE YOUR REQUEST AT LEAST 10 WORKING DAYS BEFORE THE SCHEDULED EVENT (i.e., MEETING, CONFERENCE WORKSHOP, ETC.) OR DEADLINE DUE DATE FOR PROCUREMENT DOCUMENTS.

- The Procurement Division TTY telephone numbers are:
 - Sacramento Office: 916-376-1891
- The California Relay Service telephone numbers are:
 - Voice: 800-735-2922
 - TTY: 800-735-2929